

Element Performance Inspection (EPI) Data Collection Tool

4.2.6 Training of Station Personnel (OP)

ELEMENT SUMMARY INFORMATION

Purpose of this Element (certificate holder's responsibility):

- To ensure the certificate holder's manual includes policies, procedures, instructions, and information necessary for proper training of station personnel.

Objective (FAA oversight):

- To determine if the effectiveness of the certificate holder's procedures in meeting the desired output of the process.
- To determine if the certificate holder follows its procedures, controls, process measurements, and interfaces for the Training of Station Personnel process.
- To determine if there were any changes in the personnel identified by the certificate holder as having responsibility and/or authority for the Training of Station Personnel process.

Specific Instructions:

- To accomplish this EPI, the inspector will need to observe part or all of the curriculum segment of the FAA approved training program. For each question answered, the inspector should enter the name of the observed curriculum segment (examples listed below), in the comments block. If answer is "Yes", use the "Yes" button
- if the answer is "No", use the appropriate selection from the drop down menu.
- -Security and Hazardous Materials Training
- -Ground Deicing/Anti-icing
- -Carry-On Baggage
- -Load Planning/Weight and Balance
- -Communications Procedures
- -Aircraft Servicing/Ramp Operations
- -First Aid/Emergency Training
- -Recurrent Training

Related EPIs:

- 3.1.1 Passenger Handling (OP)
- 3.1.5 Carry-On Baggage Program (OP)
- 3.1.6 Exit Seating Program (OP)
- 3.1.7 De-Icing Program (OP)
- 3.1.8 Carriage of Cargo (OP)
- 3.1.12 Hazardous Materials / Dangerous Goods Program (OP)

SUPPLEMENTAL INFORMATION

Specific Regulatory Requirements (SRRs):

- SRRs:
 - 121.135(a)(1)
 - 121.135(b)(1)
 - 121.135(b)(2)
 - 121.135(b)(3)
 - 121.401(a)
 - 121.429(a)
 - 121.429(b)
 - 121.433a(a)
 - 121.433a(b)
 - 121.459(a)
 - 121.629(c)

Related CFRs & FAA Policy/Guidance:

- Related CFRs:
 - Intentionally left blank
- FAA Policy/Guidance:
 - FAA Order 8400.10, Volume 3, chapter 11
 - FAA Order 8400.10, Volume 6, chapter 2
 - Advisory Circular 120-60
 - Advisory Circular 121-21B
 - Advisory Circular 121-29B

EPI SECTION 1 - PERFORMANCE OBSERVABLES

Objective: The tasks and questions in this section of the data collection tool (DCT) are designed to assist the inspector in determining if the certificate holder follows its written procedures and controls and meets the established performance measures of the process. To accomplish this, questions have been generated to test both the outputs of the process as well as the process itself. Question 1 and its following subquestions are directed at the output(s) of the process, whereas questions 2-6, when answered, should be directed at the process itself.

Tasks

	To meet this objective, the inspector must accomplish the following tasks:
1.	Review the information listed in the Supplemental Information section of this DCT.
2.	Review the policies, procedures, instructions, and information for the Training of Station Personnel process contained in the certificate holder's manual.
3.	Review the last accomplished associated safety attribute inspection (SAI) for this element with emphasis on the controls, process measurements, and interface attribute section responses.
4.	Observe the Training of Station Personnel process to gain an understanding of the procedures, instructions, and information contained in the certificate holder's manual.
5.	Discuss the Training of Station Personnel process with the personnel (other than management) who perform the duties and responsibilities required by the process.

Questions

	To meet this objective, the inspector must answer the following questions:	
1.	Determine whether the following performance measures were met:	
1.1.	<p>Were station personnel trained in the recognition of dangerous goods?</p> <p><i>Related Performance JTIs:</i></p> <ol style="list-style-type: none"> Check, at the training records repository, that the handling staff of an air carrier that elects not to accept hazardous materials (HAZMAT), were trained to recognize HAZMAT in accordance with the certificate holders design. <p><i>Sources:</i> AC 121.21B Section 4 g.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.2.	<p>Were station personnel trained in the handling of dangerous goods?</p> <p><i>Related Performance JTIs:</i></p> <ol style="list-style-type: none"> Check, at the training records repository, that any person assigned the duties and responsibilities regarding handling or carriage of dangerous articles and magnetized materials (HAZMAT) was trained in accordance with the certificate holders FAA Approved training program. <p><i>Sources:</i> 121.401(a)(1)</p> <ol style="list-style-type: none"> Check, at the training center, that adequate facilities exist for training of each person assigned the duties for the carriage and handling of dangerous articles and magnetized materials (HAZMAT). <p><i>Sources:</i> 121.401(a)(2)</p> <ol style="list-style-type: none"> Check, at the training center, through course observation, that instructors conducting training on the carriage and handling of dangerous articles and magnetized materials (HAZMAT) are adequately qualified. <p><i>Sources:</i> 121.401(a)(2)</p> <ol style="list-style-type: none"> Check, at the training records repository, that any person assigned the 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable

	<p>duties and responsibilities regarding handling or carriage of dangerous articles and magnetized materials (HAZMAT) has received training, within the preceding 12 calendar months, regarding proper packaging, marking, labeling, and documentation in accordance with the certificate holders design.</p> <p>Sources: 121.433a(a)</p> <p>5. Check, at the training records repository, that any person assigned the duties and responsibilities regarding handling or carriage of dangerous articles and magnetized materials (HAZMAT) has received training, within the preceding 12 calendar months, regarding compatibility, loading, storage, and handling characteristics in accordance with the certificate holders design.</p> <p>Sources: 121.433a(a)</p> <p>6. Check, at the training records repository, that any person assigned the duties and responsibilities regarding handling or carriage of dangerous articles and magnetized materials (HAZMAT) has completed initial training, in accordance with the certificate holders design.</p> <p>Sources: 121.433a(b)</p> <p>7. Check, at the training records repository, that any person assigned the duties and responsibilities regarding handling or carriage of dangerous articles and magnetized materials (HAZMAT) has completed recurrent training, in accordance with the certificate holders design.</p> <p>Sources: 121.433a(b)</p>	
1.3.	<p>Were station personnel trained to perform deice/anti-ice procedures?</p> <p><i>Related Performance JTIs:</i></p> <p>1. Check, at the training records repository, that ground personnel with duties and responsibilities in the deicing/anti-icing program were trained on the use of holdover times, in accordance with the certificate holders approved design.</p> <p>Sources: 121.629(c)(2)(i)</p> <p>2. Check, at the training center, through course observation, that appropriate ground personnel are being trained on the use of holdover times, in accordance with the certificate holders approved design.</p> <p>Sources: 121.629(c)(2)(i)</p> <p>3. Check, at the records repository, that the certificate holder verified all contract ground personnel, participating in the certificate holders deice/anti-ice program, were trained in the use of holdover times, in accordance with the certificate holders approved design.</p> <p>Sources: 121.629(c)(2)(i)</p> <p>4. Check, at the training records repository, that ground personnel with duties and responsibilities in the deicing/anti-icing program were trained on inspection and check procedures and responsibilities, in accordance with the certificate holders approved design.</p> <p>Sources: 121.629(c)(2)(i)</p> <p>5. Check, at the training center, through course observation, that appropriate ground personnel are being trained on the inspection and check procedures and responsibilities, in accordance with the certificate holders approved design.</p> <p>Sources: 121.629(c)(2)(ii)</p> <p>6. Check, at the records repository, that the certificate holder verified all contract ground personnel, participating in the certificate holders</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No, Explain</p>

	<p>deice/anti-ice program, were trained on inspection and check procedures and responsibilities, in accordance with the certificate holders approved design.</p> <p><i>Sources:</i> 121.629(c)(2)(ii)</p>	
7.	<p>Check, at the training records repository, that ground personnel with duties and responsibilities in the deicing/anti-icing program were trained in communications procedures, in accordance with the certificate holders approved design.</p> <p><i>Sources:</i> 121.629(c)(2)(iii)</p>	
8.	<p>Check, at the records repository, that the certificate holder verified all contract ground personnel, participating in the certificate holders deice/anti-ice program, were trained in communications procedures, in accordance with the certificate holders approved design.</p> <p><i>Sources:</i> 121.629(c)(2)(iii)</p>	
9.	<p>Check, at the training records repository, that ground personnel, with duties and responsibilities in the deicing/anti-icing program, were trained on aircraft surface contamination (i.e., adherence of frost, ice, or snow) and critical area identification, in accordance with the certificate holders approved design.</p> <p><i>Sources:</i> 121.629(c)(2)(iv)</p>	
10.	<p>Check, at the training center, through course observation, that appropriate ground personnel are being trained on aircraft surface contamination (i.e., adherence of frost, ice, or snow) and critical area identification, in accordance with the certificate holders approved design.</p> <p><i>Sources:</i> 121.629(c)(2)(iv)</p>	
11.	<p>Check, at the records repository, that the certificate holder verified all contract ground personnel, participating in the certificate holders deice/anti-ice program, were trained on aircraft surface contamination (i.e., adherence of frost, ice, or snow) and critical area identification, in accordance with the certificate holders approved design.</p> <p><i>Sources:</i> 121.629(c)(2)(iv)</p>	
12.	<p>Check, at the training records repository, that ground personnel, with duties and responsibilities in the deicing/anti-icing program, were trained on how contamination adversely affects aircraft performance and flight characteristics, in accordance with the certificate holders approved design.</p> <p><i>Sources:</i> 121.629(c)(2)(iv)</p>	
13.	<p>Check, at the training center, through course observation, that appropriate ground personnel are being trained on how contamination adversely affects aircraft performance and flight characteristics, in accordance with the certificate holders approved design.</p> <p><i>Sources:</i> 121.629(c)(2)(iv)</p>	
14.	<p>Check, at the records repository, that the certificate holder verified all contract ground personnel, participating in the certificate holders deice/anti-ice program, were trained on how contamination adversely affects aircraft performance and flight characteristics, in accordance with the certificate holders approved design.</p> <p><i>Sources:</i> 121.629(c)(2)(iv)</p>	
15.	<p>Check, at the training records repository, that ground personnel, with duties and responsibilities in the deicing/anti-icing program, were trained on types and characteristics of deicing/anti-icing fluids, in accordance with the certificate holders approved design.</p> <p><i>Sources:</i> 121.629(c)(2)(v)</p>	

	<p>16. Check, at the training center, through course observation, that appropriate ground personnel are being trained on the types and characteristics of deicing/anti-icing fluids, in accordance with the certificate holders approved design. <i>Sources:</i> 121.629(c)(2)(v)</p> <p>17. Check, at the records repository, that the certificate holder verified all contract ground personnel, participating in the certificate holders deice/anti-ice program, were trained on the types and characteristics of deicing/anti-icing fluids, in accordance with the certificate holders approved design. <i>Sources:</i> 121.629(c)(2)(v)</p> <p>18. Check, at the training records repository, that ground personnel with duties and responsibilities in the deicing/anti-icing program were trained on cold weather preflight inspection procedures, in accordance with the certificate holders approved design. <i>Sources:</i> 121.629(c)(2)(vi)</p> <p>19. Check, at the training center, through course observation, that appropriate ground personnel are being trained on cold weather preflight inspection procedures, in accordance with the certificate holders approved design. <i>Sources:</i> 121.629(c)(2)(vi)</p> <p>20. Check, at the records repository, that the certificate holder verified all contract ground personnel, participating in the certificate holders deice/anti-ice program, were trained on cold weather preflight inspection procedures, in accordance with the certificate holders approved design. <i>Sources:</i> 121.629(c)(2)(vi)</p> <p>21. Check, at the training records repository, that ground personnel with duties and responsibilities in the deicing/anti-icing program were trained on techniques for recognizing contamination on the aircraft, in accordance with the certificate holders approved design. <i>Sources:</i> 121.629(c)(2)(vii)</p> <p>22. Check, at the training center, through course observation, that appropriate ground personnel are being trained on techniques for recognizing contamination on the aircraft, in accordance with the certificate holders approved design. <i>Sources:</i> 121.629(c)(2)(vii)</p> <p>23. Check, at the records repository, that the certificate holder verified all contract ground personnel, participating in the certificate holders deice/anti-ice program, were trained on techniques for recognizing contamination on the aircraft, in accordance with the certificate holders design. <i>Sources:</i> 121.629(c)(2)(vii)</p> <p>24. Check, at the records repository, that the certificate holder verified all contract ground personnel, participating in the certificate holders deice/anti-ice program, were trained to the certificate holders own training standards. <i>Sources:</i> AC 120-60 Paragraph 10 c(8)(i).</p> <p>25. Check, at the training records repository, that the certificate holders tracking system reflects the current training status for all ground personnel participating in the deicing process. <i>Sources:</i> AC 120-60 Paragraph 10 c(9)(ii).</p> <p>26. Check, at the records repository, that the certificate holder conducted ongoing reviews of its deice/anti-ice training to evaluate the effectiveness</p>	
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	<p>of the program in accordance with its design. <i>Sources:</i> AC 120-60 Paragraph 10 c(9)(ii).</p> <p>27. Check, at the records repository, that the certificate holder conducted ongoing reviews of its deice/anti-ice training to evaluate the effectiveness of the program in accordance with its design. <i>Sources:</i> AC 120-60 Paragraph 10 c(9)(iii).</p> <p>28. Check, at the records repository, that training on the process for conducting an outside the aircraft check, was accomplished in accordance with the certificate holders approved Operations Specifications. <i>Sources:</i> AC 120-60 Paragraph 11.</p>	
1.4.	<p>Were station personnel trained to perform other duties in accordance with the certificate holder's procedures? <i>Related Performance JTIs:</i></p> <p>1. Check, at the training records repository, that appropriate ground personnel were trained on the carry-on baggage limitations in accordance with the certificate holders approved carry-on baggage program. <i>Sources:</i> AC 121.29B Paragraph 4 k.</p> <p>2. Check, at the training center, through course observation, that appropriate ground personnel are being trained on carry-on baggage limitations in accordance with the certificate holders approved carry-on baggage program. <i>Sources:</i> AC 121.29B Paragraph 4 k.</p> <p>3. Check, at the training records repository, that appropriate ground personnel were trained on scanning duties and responsibilities in accordance with the certificate holders approved carry-on baggage program. <i>Sources:</i> AC 121.29B Paragraph 4 k.</p> <p>4. Check, at the training center, through course observation, that appropriate ground personnel are being trained on scanning duties and responsibilities in accordance with the certificate holders approved carry-on baggage program. <i>Sources:</i> AC 121.29B Paragraph 4 k.</p> <p>5. Check, at the training records repository, that appropriate ground personnel were trained on processing of carry-on baggage that cannot be accommodated in any of the passenger compartments in accordance with the certificate holders approved carry-on baggage program. <i>Sources:</i> AC 121.29B Paragraph 4 k.</p> <p>6. Check, at the training center, through course observation, that appropriate ground personnel are being trained on processing of carry-on baggage that cannot be accommodated in any of the passenger compartments in accordance with the certificate holders approved carry-on baggage program. <i>Sources:</i> AC 121.29B Paragraph 4 k.</p> <p>7. Check, at the training records repository, that appropriate ground personnel were trained on proper stowage of carry-on baggage in accordance with the certificate holders approved carry-on baggage program. <i>Sources:</i> AC 121.29B Paragraph 4 k.</p> <p>8. Check, at the training center, through course observation, that</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable</p>

	<p>appropriate ground personnel are being trained on proper stowage of carry-on baggage in accordance with the certificate holders approved carry-on baggage program.</p> <p><i>Sources:</i> AC 121.29B Paragraph 4 k.</p>	
9.	<p>Check, at the training records repository, that appropriate ground personnel were trained on carriage of cargo and unusual items in the cabin in accordance with the certificate holders approved carry-on baggage program.</p> <p><i>Sources:</i> AC 121.29B Paragraph 4 k.</p>	
10.	<p>Check, at the training center, through course observation, that appropriate ground personnel are being trained on carriage of cargo and unusual items in the cabin in accordance with the certificate holders approved carry-on baggage program.</p> <p><i>Sources:</i> AC 121.29B Paragraph 4 k.</p>	
11.	<p>Check, at the training records repository, that appropriate ground personnel were trained on applicable passenger information in accordance with the certificate holders approved carry-on baggage program.</p> <p><i>Sources:</i> AC 121.29B Paragraph 4 k.</p>	
12.	<p>Check, at the training center, through course observation, that appropriate ground personnel are being trained on applicable passenger information in accordance with the certificate holders approved carry-on baggage program.</p> <p><i>Sources:</i> AC 121.29B Paragraph 4 k.</p>	
13.	<p>Check, at the training records repository, that appropriate ground personnel were trained on types of and limitations on stowage provisions in accordance with the certificate holders approved carry-on baggage program.</p> <p><i>Sources:</i> AC 121.29B Paragraph 4 k.</p>	
14.	<p>Check, at the training center, through course observation, that appropriate ground personnel are being trained on types and limitations on stowage provisions in accordance with the certificate holders approved carry-on baggage program.</p> <p><i>Sources:</i> AC 121.29B Paragraph 4 k.</p>	
15.	<p>Check, at the training center, through course observation, that appropriate ground personnel are being trained on the communications procedures, in accordance with the certificate holders approved design.</p> <p><i>Sources:</i> 121.629(c)(2)(iii)</p>	
16.	<p>Check, at the training records repository, that station personnel received initial training (formal or on-the-job) on their duties and responsibilities, in accordance with the certificate holders design.</p> <p><i>Sources:</i> 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473.</p>	
17.	<p>Check, at the training records repository, that station personnel received recurrent training (formal or on-the-job) on their duties and responsibilities, in accordance with the certificate holders design.</p> <p><i>Sources:</i> 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473.</p>	
18.	<p>Check, at the records repository, that the certificate holder verified each contract station employee received initial training (formal or on-the-job) on their duties and responsibilities, in accordance with the certificate holders design.</p> <p><i>Sources:</i> 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473.</p>	
19.	<p>Check, at the records repository, that the certificate holder verified that each contract station employee received recurrent training (formal or on-</p>	

	<p>the-job) on their duties and responsibilities, in accordance with the certificate holders design.</p> <p><i>Sources:</i> 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473.</p>	
20.	<p>Check, at the training records repository, that station personnel received initial training (formal or on-the-job) on passenger handling and protection, in accordance with the certificate holders design.</p> <p><i>Sources:</i> 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473. AC 120-65 Paragraph 6.</p>	
21.	<p>Check, at the training records repository, that station personnel received recurrent training (formal or on-the-job) on passenger handling and protection, in accordance with the certificate holders design.</p> <p><i>Sources:</i> 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473. AC 120-65 Paragraph 6.</p>	
22.	<p>Check, at the records repository, that the certificate holder verified that each contract station employee received initial training (formal or on-the-job) on passenger handling and protection, in accordance with the certificate holders design.</p> <p><i>Sources:</i> 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473. AC 120-65 Paragraph 6.</p>	
23.	<p>Check, at the records repository, that the certificate holder verified that each contract station employee received recurrent training (formal or on-the-job) on passenger handling and protection, in accordance with the certificate holders design.</p> <p><i>Sources:</i> 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473. AC 120-65 Paragraph 6.</p>	
24.	<p>Check, at the training records repository, that station personnel received initial training (formal or on-the-job) on load planning and weight and balance procedures, in accordance with the certificate holders design.</p> <p><i>Sources:</i> 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473.</p>	
25.	<p>Check, at the training records repository, that station personnel received recurrent training (formal or on-the-job) on load planning and weight and balance procedures, in accordance with the certificate holders design.</p> <p><i>Sources:</i> 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473.</p>	
26.	<p>Check, at the records repository, each contract station employee received initial training (formal or on-the-job) on the certificate holders load planning and weight and balance procedures, in accordance with the certificate holders design.</p> <p><i>Sources:</i> 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473.</p>	
27.	<p>Check, at the records repository, each contract station employee received recurrent training (formal or on-the-job) on the certificate holders load planning and weight and balance procedures, in accordance with the certificate holders design.</p> <p><i>Sources:</i> 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473.</p>	
28.	<p>Check, at the training records repository, that station personnel received initial training (formal or on-the-job) on communications procedures, in accordance with the certificate holders design.</p> <p><i>Sources:</i> 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473. AC 120-65 Paragraph 6.</p>	
29.	<p>Check, at the training records repository, that station personnel received recurrent training (formal or on-the-job) on communications procedures, in accordance with the certificate holders design.</p> <p><i>Sources:</i> 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473. AC 120-65 Paragraph 6.</p>	

	<p>30. Check, at the records repository, that each contract station employee received initial training (formal or on-the-job) on the certificate holders communications procedures, in accordance with the certificate holders design. <i>Sources:</i> 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473. AC 120-65 Paragraph 6.</p> <p>31. Check, at the records repository, that each contract station employee received recurrent training (formal or on-the-job) on the certificate holders communications procedures, in accordance with the certificate holders design. <i>Sources:</i> 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473. AC 120-65 Paragraph 6.</p> <p>32. Check, at the training records repository, that station personnel received recurrent training (formal or on-the-job) on manual backup procedures in case of computer or communications equipment failures, in accordance with the certificate holders design. <i>Sources:</i> 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473.</p> <p>33. Check, at the records repository, that each contract station employee received initial training (formal or on-the-job) on the certificate holders manual backup procedures in case of computer or communications equipment failures, in accordance with the certificate holders design. <i>Sources:</i> 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473.</p> <p>34. Check, at the records repository, that each contract station employee received initial training (formal or on-the-job) on the certificate holders manual backup procedures in case of computer or communications equipment failures, in accordance with the certificate holders design. <i>Sources:</i> 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473.</p> <p>35. Check, at the records repository, that each contract station employee received recurrent training (formal or on-the-job) on the certificate holders manual backup procedures in case of computer or communications equipment failures, in accordance with the certificate holders design. <i>Sources:</i> 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473.</p> <p>36. Check, at the training records repository, that station personnel received initial training (formal or on-the-job) on aircraft servicing and ramp operations, in accordance with the certificate holders design. <i>Sources:</i> 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473.</p> <p>37. Check, at the training records repository, that station personnel received recurrent training (formal or on-the-job) on aircraft servicing and ramp operations, in accordance with the certificate holders design. <i>Sources:</i> 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473.</p> <p>38. Check, at the records repository, that each contract station employee received initial training (formal or on-the-job) on the certificate holders aircraft servicing and ramp operations, in accordance with the certificate holders design. <i>Sources:</i> 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473.</p> <p>39. Check, at the records repository, that each contract station employee received recurrent training (formal or on-the-job) on the certificate holders aircraft servicing and ramp operations. <i>Sources:</i> 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473.</p> <p>40. Check, at the training records repository, that station personnel received initial training (formal or on-the-job) on first aid and emergency actions, in accordance with the certificate holders design. <i>Sources:</i> 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473.</p>	
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	<p>41. Check, at the training records repository, that station personnel received recurrent training (formal or on-the-job) on first aid and emergency actions, in accordance with the certificate holders design. <i>Sources: 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473.</i></p> <p>42. Check, at the records repository, that each contract station employee received initial training (formal or on-the-job) on the certificate holders first aid and emergency actions, in accordance with the certificate holder's design. <i>Sources: 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473.</i></p> <p>43. Check, at the records repository, that each contract station employee received recurrent training (formal or on-the-job) on the certificate holders first aid and emergency actions. <i>Sources: 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473.</i></p>	
2.	Were the certificate holder's policies, procedures, instructions, and information, contained in its manual for the Training of Station Personnel process, followed?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.	Were the Training of Station Personnel process controls followed?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
4.	Did the records for the Training of Station Personnel process comply with the instructions provided in the certificate holder's manual?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
5.	Were the process measurements for the Training of Station Personnel process effective in identifying problems or potential problems and providing corrective action for them?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
6.	Did personnel properly handle the associated interfaces by complying with other written policies, procedures, instructions, and information that are related to this element?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

EPI SECTION 1 - PERFORMANCE OBSERVABLES Drop-Down Menu	
1.	Personnel.
2.	Tools and Equipment.
3.	Technical Data.
4.	Procedures, policies or instructions or information.
5.	Materials.
6.	Facilities.
7.	Controls.
8.	Process Measures.
9.	Interfaces.
10.	Desired Outcome.
11.	Other.

EPI SECTION 2 - MANAGEMENT RESPONSIBILITY & AUTHORITY OBSERVABLES

Objective: The questions in this section address the responsibility and authority of the process. They are designed to assist the inspector in determining if there is a clearly identifiable, qualified, and knowledge person who is responsible for the process, is answerable for the quality of the process, and has the authority to establish and modify the process. (The person with the authority may or may not be the person with the responsibility.)

Tasks

	To meet this objective, the inspector must accomplish the following tasks:
	NOTE: If no personnel or major program changes (as defined by the principal inspector (PI)) affecting the responsibility or authority attributes for this element have occurred since the last SAI and/or EPI was accomplished, then do not perform tasks 3-6, below. Answer questions 1 and 2, below, and provide the name/title.
1.	Identify the person who has overall responsibility for the Training of Station Personnel process.
2.	Identify the person who has overall authority for the Training of Station Personnel process.
3.	Review the duties and responsibilities for the person(s) who manage the Training of Station Personnel process documented in the certificate holder's manual.
4.	Review the appropriate organizational chart.
5.	Discuss the Training of Station Personnel process with the management personnel identified in tasks 1 and 2.
6.	Evaluate the qualifications and work experience of the management personnel identified in tasks 1 and 2.

Questions

	To meet this objective, the inspector must answer the following questions:	
1.	Is there a clearly identified person who is responsible for the quality of the Training of Station Personnel process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title:
2.	Is there a clearly identified person who has authority to establish and modify the certificate holder's policies, procedures, instructions, and information for the Training of Station Personnel process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title:
3.	Does the responsible person know that he/she has responsibility for the Training of Station Personnel process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change
4.	Does the person with authority know that he/she has authority for the Training of Station Personnel process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change
5.	Does the person with responsibility for the Training of Station Personnel process meet the qualification standards?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change
6.	Does the person with authority to establish and modify the Training of Station Personnel process meet the qualification standards?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change

7.	Does the person with responsibility understand the controls, process measurements, and interfaces associated with the Training of Station Personnel process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change
8.	Does the person with authority understand the controls, process measurements, and interfaces associated with the Training of Station Personnel process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change
9.	Does the responsible person know who has authority to establish and modify the Training of Station Personnel process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change
10.	Does the individual with authority know who has the responsibility for the Training of Station Personnel process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change

EPI SECTION 2 - MANAGEMENT RESPONSIBILITY & AUTHORITY OBSERVABLES	
Drop-Down Menu	
1.	Assignment of responsibility.
2.	Assignment of authority.
3.	Does not understand procedures, policies or instructions and information.
4.	Does not understand controls.
5.	Does not understand process measurements.
6.	Does not understand interfaces.
7.	Span of control.
8.	Position vacant.
9.	Other.